

# DSHS 2002-04 Employee Survey Compared to the 2000 Employee Survey

All DSHS Staff (Weighted)

QUESTION	PERCENT ALWAYS OR USUALLY*			AVERAGE**		
	2002-04 Survey	2000 Survey	Change: 00-04	2002-04 Survey	2000 Survey	Change: 00-04
<b>DIRECTION</b>	<b>79%</b>	<b>83%</b>	<b>-4.0%</b>	<b>4.14</b>	<b>4.27</b>	<b>-0.12</b>
Q1 I can clearly explain to others the direction (vision, values, mission of) DSHS.	76%	81%	-5.2%	4.00	4.15	-0.15
Q2 My work group's goals are consistent with DSHS goals.	85%	89%	-4.3%	4.29	4.44	-0.15
Q3 I can see a clear link between my work and DSHS goals.	78%	84%	-6.5%	4.10	4.28	-0.18
Q4 My manager/supervisor demonstrates the values of DSHS through his/her actions.	79%	83%	-3.6%	4.18	4.29	-0.11
Q5 My manager/supervisor clearly expresses work expectations to me.	78%	78%	-0.5%	4.13	4.17	-0.04
<b>SENIOR MANAGERS</b>	<b>50%</b>	<b>54%</b>	<b>-4.9%</b>	<b>3.29</b>	<b>3.45</b>	<b>-0.15</b>
Q6 Our senior managers communicate clear goals for DSHS.	53%	62%	-8.5%	3.41	3.65	-0.24
Q7 Our senior managers explain how they measure the success of DSHS.	42%	43%	-1.3%	3.11	3.19	-0.08
Q8 Our senior managers demonstrate our values through their actions.	48%	55%	-6.7%	3.25	3.43	-0.18
Q9 Our senior managers care about the people in DSHS.	54%	57%	-3.0%	3.40	3.52	-0.12
<b>LEARNING AND DEVELOPMENT</b>	<b>67%</b>	<b>67%</b>	<b>0.1%</b>	<b>3.80</b>	<b>3.84</b>	<b>-0.04</b>
Q10 My manager/supervisor supports my participation in continuous learning.	78%	79%	-1.0%	4.15	4.24	-0.09
Q11 I get coaching from my manager/supervisor to help me improve.	60%	57%	2.5%	3.63	3.60	0.03
Q12 I have the skills I need to do my job.	95%	97%	-1.6%	4.57	4.66	-0.09
Q13 I have the opportunity to learn and do new things in my job.	64%	64%	-0.1%	3.79	3.83	-0.04
Q14 In my work group, advancement is based on merit.	41%	40%	0.8%	2.88	2.88	0.00
<b>TEAMWORK</b>	<b>79%</b>	<b>79%</b>	<b>0.2%</b>	<b>4.15</b>	<b>4.16</b>	<b>0.00</b>
Q15 The people in my work group cooperate to get the job done.	84%	82%	1.6%	4.26	4.25	0.01
Q16 My work group cooperates with other work groups to achieve DSHS objectives.	78%	79%	-0.9%	4.11	4.12	-0.01
Q17 My manager/supervisor encourages us to work as a team.	80%	80%	0.1%	4.22	4.21	0.01
Q18 A spirit of cooperation and teamwork exists in my work group.	75%	75%	-0.1%	4.03	4.04	-0.01
<b>FEEDBACK</b>	<b>63%</b>	<b>61%</b>	<b>2.2%</b>	<b>3.68</b>	<b>3.64</b>	<b>0.03</b>
Q19 My manager/supervisor gives me ongoing feedback that helps me improve my performance.	61%	57%	3.5%	3.63	3.56	0.07
Q20 I receive timely feedback on my suggestions for improvement.	61%	57%	3.8%	3.60	3.53	0.07
Q21 I am comfortable giving my manager/supervisor feedback.	74%	74%	0.1%	4.00	4.05	-0.05
Q22 My last performance evaluation helped me to improve my job performance.	58%	57%	1.3%	3.48	3.43	0.05
<b>CUSTOMER FOCUS/SERVICE</b>	<b>56%</b>	<b>57%</b>	<b>-1.1%</b>	<b>3.48</b>	<b>3.53</b>	<b>-0.04</b>
Q23 In my work group, we actively seek out customer feedback.	51%	51%	0.4%	3.36	3.37	-0.01
Q24 In my work group, we use customer feedback to improve our work processes.	54%	56%	-1.4%	3.44	3.52	-0.08
Q25 In my work group, we define specific goals for meeting the needs of our customers.	66%	69%	-3.5%	3.75	3.83	-0.08
Q26 My manager/supervisor meets with my work group to discuss how well we are meeting our customers' needs.	52%	52%	-0.1%	3.39	3.38	0.01
<b>RECOGNITION, TRUST &amp; RESPECT</b>	<b>66%</b>	<b>65%</b>	<b>0.9%</b>	<b>3.76</b>	<b>3.75</b>	<b>0.01</b>
Q27 When I improve my performance, my accomplishments are recognized.	50%	48%	1.4%	3.30	3.27	0.03
Q28 My manager/supervisor recognizes work groups/employees for their contribution to customer satisfaction.	56%	54%	1.2%	3.48	3.45	0.03
Q29 The people in my work group speak openly and honestly, even when the news is bad.	70%	67%	2.6%	3.83	3.81	0.02
Q30 I can depend on my manager/supervisor to honor the commitments he/she makes.	74%	73%	0.9%	3.97	3.98	-0.01
Q31 My manager/supervisor treats people with dignity and respect.	79%	81%	-1.5%	4.19	4.22	-0.03
<b>INFORMATION</b>	<b>55%</b>	<b>54%</b>	<b>1.6%</b>	<b>3.45</b>	<b>3.43</b>	<b>0.02</b>
Q32a The communication process in DSHS is effective.***	33%	37%	-3.5%	2.89	2.98	-0.09
Q32b The communication process in my program is effective.	38%			3.01		3.01
Q33 My manager/supervisor keeps me well informed about how DSHS is doing.	51%	46%	5.3%	3.35	3.23	0.12
Q34 My manager/supervisor communicated DSHS objectives to me.	57%	53%	4.0%	3.47	3.41	0.06
Q35 I have the information I need to do my job effectively.	78%	80%	-2.0%	4.01	4.10	-0.09

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\*Percent of those who gave a definitive answer. Denominator doesn't include "Don't Know."

\*\*Average on a scale from 1 (Almost Never or Never) to 5 (Almost Always or Always) of those who gave a definitive answer. Denominator doesn't include "Don't Know."

\*\*\*Q32a does not include MAA and DDD responses. They were only asked 32b.

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All DSHS Staff (Weighted)

QUESTION	PERCENT ALWAYS OR USUALLY*			AVERAGE**		
	2002-04 Survey	2000 Survey	Change: 00-04	2002-04 Survey	2000 Survey	Change: 00-04
<b>PARTICIPATION AND INVOLVEMENT</b>	<b>75%</b>	<b>76%</b>	<b>-1.0%</b>	<b>4.01</b>	<b>4.07</b>	<b>-0.05</b>
Q36 My manager/supervisor delegates the right amount of responsibility to me.	79%	78%	0.2%	4.04	4.06	-0.02
Q37 I have the authority to make improvements to my work processes.	71%	72%	-0.8%	3.90	3.94	-0.04
Q38 My manager/supervisor's manager supports our efforts to do the right thing for our customers.	79%	81%	-2.2%	4.14	4.23	-0.09
Q39 My manager/supervisor actively encourages our participation in quality improvement activities.	73%	74%	-1.1%	3.97	4.03	-0.06
<b>DIVERSITY</b>	<b>69%</b>	<b>69%</b>	<b>0.4%</b>	<b>3.85</b>	<b>3.87</b>	<b>-0.02</b>
Q40 In my work group, we value diversity (opinion, thought, life experiences, etc.).	80%	81%	-1.4%	4.18	4.22	-0.04
Q41 In my work group, people are treated fairly, without discrimination.	80%	81%	-0.9%	4.18	4.22	-0.04
Q42 In DSHS, we have an effective process for identifying candidates for open positions.	48%	44%	3.5%	3.20	3.17	0.03
<b>JOB SATISFACTION</b>	<b>69%</b>	<b>70%</b>	<b>-0.7%</b>	<b>3.82</b>	<b>3.87</b>	<b>-0.04</b>
Q43 I am satisfied with the amount of challenges my job provides.	76%	76%	0.2%	4.01	4.03	-0.02
Q44 In general, I am satisfied with my job.	74%	77%	-2.5%	3.95	4.04	-0.09
Q45 I am given enough time to do what is expected of me on my job.	61%	62%	-0.8%	3.53	3.58	-0.05
Q46 My work gives me a feeling of personal accomplishment.	72%	72%	-0.1%	3.95	4.00	-0.05
Q47 I have confidence in the decisions made by my manager/supervisor.	71%	72%	-0.7%	3.87	3.91	-0.04
Q48 I have confidence in the decisions made by our senior management.	47%	51%	-3.8%	3.22	3.33	-0.11
Q49 My manager/supervisor is committed to keeping me safe in the workplace.	81%	80%	0.7%	4.21	4.22	-0.01
Q50 My manager/supervisor is committed to resolving the concerns identified in this survey.	70%	68%	1.6%	3.86	3.83	0.03
<b>WORK ENVIRONMENT</b>	<b>88%</b>	<b>90%</b>	<b>-1.7%</b>	<b>4.43</b>	<b>4.51</b>	<b>-0.07</b>
Q51 My manager/supervisor treats me with courtesy and respect.	85%	88%	-2.9%	4.40	4.48	-0.08
Q52 My fellow workers treat me with courtesy and respect.	91%	92%	-0.6%	4.46	4.53	-0.07
<b>SKILLS AND TRAINING</b>	<b>91%</b>	<b>91%</b>	<b>-0.3%</b>	<b>4.39</b>	<b>4.43</b>	<b>-0.04</b>
Q53 My skills and/or training enable me to do my job well.	93%	94%	-1.2%	4.48	4.56	-0.08
Q54 I have the supervisory skills I need to manage well in DSHS. (Supervisors Only)	88%	88%	0.6%	4.29	4.29	0.00
<b>OUTCOME DATA</b>	<b>53%</b>	<b>58%</b>	<b>-5.2%</b>	<b>3.37</b>	<b>3.54</b>	<b>-0.17</b>
Q58 My work group has access to data about the impact our services have on clients.	54%	57%	-3.0%	3.42	3.53	-0.11
Q59 My work group uses data about the impact of our services to improve services to future clients.	52%	59%	-7.4%	3.32	3.54	-0.22
<b>Average of First 11 Major Categories</b>	<b>66%</b>	<b>67%</b>	<b>-0.6%</b>	<b>3.77</b>	<b>3.81</b>	<b>-0.04</b>

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